



# **Business, Transportation and Housing Agency**

**A GUIDE FOR THE CALIFORNIA  
PRESS CORPS AND OTHER MEDIA OUTLETS**

**2011**

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[www.bth.ca.gov](http://www.bth.ca.gov)

## **BUSINESS, TRANSPORTATION AND HOUSING AGENCY**

The Business, Transportation and Housing Agency includes 14 departments and several economic development programs and commissions consisting of more than 45,000 employees and a budget of \$18 billion. The Agency's portfolio is one of the largest and most diverse in the State of California. Its operations address a myriad of issues that directly impact the state's economic vitality and quality of life including transportation, public safety, affordable housing, international trade, financial services, tourism, and managed health care. Following is a list of the various departments including brief overviews and department media contacts. For more information visit [www.bth.ca.gov](http://www.bth.ca.gov).

**Mike Bowman, Deputy Secretary**  
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## **BTH DEPARTMENTS, BOARDS, AND COMMISSIONS**

### **Alcoholic Beverage Control (ABC)**

The Department of Alcoholic Beverage Control (ABC) licenses and regulates persons and businesses engaged in the manufacture, importation, distribution and sale of alcoholic beverages in the State of California. Its mission is to administer the provisions of the Alcoholic Beverage Control Act in a manner that fosters and protects the health, safety, welfare, and economic well being of the people of the State. ABC's website provides background on ABC, access to its online license query system, news and updates, information about ABC licensing programs and policies, district office locations, public notices and press releases, links and educational materials. For more information visit [www.abc.ca.gov](http://www.abc.ca.gov).

**Media Contact: John Carr**  
(916) 419-2525  
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### **California Highway Patrol (CHP)**

The California Highway Patrol (CHP) provides Safety, Service and Security to the motoring public and residents of California. The CHP enforces the state's traffic safety laws statewide primarily on freeways and roadways in unincorporated areas of the state. In addition to protecting the state infrastructure such as the power grid and water supply, the CHP provides intelligence gathering, analysis and dissemination with other law enforcement agencies. The CHP is the statewide coordinator of the highly successful AMBER Alert system credited with the successful recovery of abducted children. For more information visit [www.chp.ca.gov](http://www.chp.ca.gov).

**Media Contact: Fran Clader**  
(916) 843-3310  
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**Department of Transportation (Caltrans)**

The Department of Transportation ("Caltrans") is responsible for more than 50,000 lane-miles of highways and freeways and its mission is to improve mobility across California. The Department has nearly 21,000 employees with an annual budget of about \$13 billion. Headquartered in Sacramento, the Department also has 12 district offices throughout the State and is the lead entity on the implementation of Proposition 1B, the \$19.9 billion Highway Safety, Traffic Reduction, Air Quality, and Port Security Bond Act of 2006, as well as for the \$2.57 billion California has received from the American Recovery and Reinvestment Act of 2009 for the state highway system and local roads. For more information visit [www.dot.ca.gov](http://www.dot.ca.gov).

**Media Contact: Tamie McGowan**  
**(916) 657-5060**  
[tamie.mcgowan@dot.ca.gov](mailto:tamie.mcgowan@dot.ca.gov)

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**California Housing Finance Agency (CalHFA)**

Established in 1975, the California Housing Finance Agency was chartered as the state's affordable housing bank, providing financing and programs to create safe, decent and affordable housing opportunities. For more than 34 years CalHFA has supported the needs of renters and first-time homebuyers as a completely self-supporting state agency by selling tax-exempt bonds. Bonds are then repaid by revenues generated through mortgage loans, not taxpayer dollars. For more information visit [www.calhfa.ca.gov](http://www.calhfa.ca.gov).

**Media Contact: Ken Giebel**  
**(916) 323-1921**  
[kgiebel@calhfa.ca.gov](mailto:kgiebel@calhfa.ca.gov)

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**California Infrastructure and Economic Development Bank (I-Bank)**

The I-Bank is a California financing authority empowered to make low cost direct loans to local government for public infrastructure; issue conduit revenue bonds for economic development; and issue conduit revenue bonds for general government purposes. The I-Bank is governed by a 5 member board of directors and administered by an Executive Director appointed by the Governor and confirmed by the Senate. It has a portfolio of loans and bonds totaling over \$29 billion financing public infrastructure and economic development throughout California. For more information visit [www.ibank.ca.gov](http://www.ibank.ca.gov).

**Media Contact: Stan Hazelroth**  
**(916) 324-6992**  
[shazelroth@ibank.ca.gov](mailto:shazelroth@ibank.ca.gov)

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**California Film Commission (CFC)**

The California Film Commission (CFC) serves as the state's primary liaison between the film production community and all levels of government. The Film Commission works to enhance the economic climate in California by keeping film industry jobs and projects in the state. The Commission has an advisory board of 21 members appointed by the Governor, Senate Pro Tem and Speaker of the Assembly. The CFC's number one goal is to support California's vital film production industry and to increase the number of film and TV productions by offering support services and providing filmmakers with low cost alternatives when filming in the state. For more information visit [www.film.ca.gov](http://www.film.ca.gov).

**Media Contact: Amy Lemisch**  
**(323) 860-2960**  
[Amy.Lemisch@Film.ca.gov](mailto:Amy.Lemisch@Film.ca.gov)

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**California Travel and Tourism Commission (CTTC)**

The California Travel and Tourism Commission (CTTC) is a non-profit organization that operates as a joint partnership with the State of California's Division of Tourism and is the official marketing organization to promote the entire state of California as a premier travel destination. As the only tourism organization in California that provides a statewide platform for promoting California to prospective leisure travelers, CTTC targets domestic and international markets to position the state as the top leisure destination of choice. CTTC serves the state by supporting, maintaining and increasing domestic and international inbound travel to California for the purpose of increasing visitor spending, tax revenues and employment opportunities. For more information visit [www.visitcalifornia.com](http://www.visitcalifornia.com).

**Media Contact: Kat Burnside**  
**(916) 319-5424**  
[kburnside@visitcalifornia.com](mailto:kburnside@visitcalifornia.com)

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**Department of Corporations (DOC)**

The Department of Corporations (DOC) regulates and oversees the offering and sales of securities, franchises and off-exchange commodities in California. The DOC is responsible for the licensing of securities brokers and dealers, investment advisers and financial planners, and certain fiduciaries and lenders. The DOC also regulates business under the authority of the Check Sellers, Bill Payers and Proraters Law and, since December 31, 2004, the California Deferred Deposit Transaction Law, more commonly referred to as "payday lending." After licensure, the DOC has the authority to suspend or revoke a license for a violation of the California Corporations Code. For more information visit [www.corp.ca.gov](http://www.corp.ca.gov).

**Media Contact: Mark Leyes**  
**(916) 322-7180**  
[MLeyes@corp.ca.gov](mailto:MLeyes@corp.ca.gov)

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**Department of Financial Institutions (DFI)**

The Department of Financial Institutions (DFI) oversees the secure operation of California's state-chartered financial institutions, including community banks, credit unions, and money transmitters. DFI ensures public confidence in financial institutions by protecting the interests of depositors, borrowers, shareholders and consumers through enforcement of state and federal laws. The Department also administers the Local Agency Security Program, which ensures that public deposits in California financial institutions that exceed the federal deposit insurance limit are secured by pledged assets. Visit DFI online, [www.dfi.ca.gov](http://www.dfi.ca.gov).

**Media Contact: Alana Golden**  
**(916) 323-7012**  
[agolden@dfi.ca.gov](mailto:agolden@dfi.ca.gov)

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**Department of Motor Vehicles (DMV)**

The Department of Motor Vehicles (DMV) has oversight of the 33.5 million registered vehicles and 23.7 million licensed drivers in the State of California. Its mission includes maintaining driving records of licensed drivers, licensing and regulating the motor vehicle industry, traffic violator schools, investigating consumer complaints, and administering the Vehicle Insurance Program. The Department has approximately 9,000 employees with an annual budget of about \$960 million. Headquartered in Sacramento, the Department has 223 offices throughout the state, including 168 field offices. The DMV prides itself in providing excellent customer service, offering a multitude of registration and driver license transactions that can be conducted online at: [www.dmv.ca.gov](http://www.dmv.ca.gov).

**Media Contact: Mike Marando**  
**(916) 657-6437**  
[mmarando@dmv.ca.gov](mailto:mmarando@dmv.ca.gov)

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**New Motor Vehicle Board (NMVB)**

The New Motor Vehicle Board (NMVB) is a quasi-judicial administrative forum that resolves disputes in the new motor vehicle industry in an efficient, fair and cost-effective manner, and assists consumers in mediating disputes with dealers and manufacturers. The NMVB is specially funded by the new motor vehicle industry. It was created in its present form in 1973 and since that time has expeditiously resolved over 2,700 disputes, and processed approximately 26,500 consumer complaints resulting in substantial conservation of scarce judicial resources. For more information visit [www.nmvp.ca.gov](http://www.nmvp.ca.gov).

**Media Contact: Bill Brennan**  
**(916) 445-1888**  
[bbrennan@dmv.ca.gov](mailto:bbrennan@dmv.ca.gov)

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**Department of Managed Health Care (DMHC)**

The Department of Managed Health Care was created by the California Legislature in 2000 to help ensure high-quality health care for the nearly 21 million people who belong to managed care plans. It oversees more than 100 full-service and specialized health plans and is the only stand-alone HMO watchdog agency in the nation. The DMHC Help Center offers free consumer assistance in more than 100 languages to resolve health plan problems and complaints or conduct an independent review of a denied health care service. DMHC attorneys and financial examiners also work to ensure a solvent and stable managed care system. For more information visit [www.healthhelp.ca.gov](http://www.healthhelp.ca.gov).

**Media contact: Lynne Randolph**  
**(916) 445-1786**  
[lrandolph@dmhc.ca.gov](mailto:lrandolph@dmhc.ca.gov)

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**Department of Real Estate (DRE)**

The Department of Real Estate (DRE) regulates and oversees the offering and sales of subdivided lands, including residential subdivisions, as well as the licensing and regulation of real estate agents brokers. The DRE ensures the competency of all real estate licensees through verification of educational prerequisites, finger-printing and testing of all applicants. After licensure, the DRE has the authority to suspend or revoke a license for a violation of the real estate law. For more information visit [www.dre.ca.gov](http://www.dre.ca.gov).

**Media Contact: Tom Pool**  
**(916) 227-0772**  
[tom\\_pool@dre.ca.gov](mailto:tom_pool@dre.ca.gov)

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**Office of Real Estate Appraisers (OREA)**

The Office of Real Estate Appraisers' (OREA) mission is to protect public safety by ensuring the competency and integrity of licensed real estate appraisers. OREA accepts applications for licenses and ensures that applicants meet minimum federal licensing criteria established by the Appraiser Qualifications Board of the Appraisal Foundation. OREA also registers appraisal management companies (AMCs) and regulates their practices. OREA investigates complaints of violations of the Uniform Standards of Professional Appraisal Practice and takes disciplinary action against fraudulent appraisal practice (individual appraisers or AMCs), including suspension and revocation of licenses and registrations. For more information visit [www.orea.ca.gov](http://www.orea.ca.gov).

**Media Contact: Bob Clark**  
**(916) 440-7878**  
[bclark@orea.ca.gov](mailto:bclark@orea.ca.gov)

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**Department of Housing and Community Development (HCD)**

The California Department of Housing and Community Development (HCD) provides leadership, policies and programs to preserve and expand safe and affordable housing opportunities and promote strong communities for all Californians. HCD also supports increasing the supply of housing, especially affordable housing, and works to improve the state's housing conditions and the health and safety of its residents. The Department is the lead entity in the distribution of the housing bonds, Propositions 46 and 1C. For more information visit [www.hcd.ca.gov](http://www.hcd.ca.gov).

**Media Contact: Alicia Murillo**

**(916) 445-4775**

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**Office of Traffic Safety (OTS)**

The mission of the California Office of Traffic Safety (OTS) is to reduce deaths, injuries and economic losses resulting from traffic related collisions. This is accomplished by providing grant funding to local, county and state agencies for traffic safety programs that have impact both state-wide and in individual communities. In addition, OTS conducts public awareness campaigns targeting specific traffic safety issues. From impaired driving enforcement to encouraging seat belt usage, speed enforcement to bicycle and pedestrian safety, OTS funded programs are saving lives and futures every day on California's roadways. For more information visit [www.ots.ca.gov](http://www.ots.ca.gov).

**Media Contact: Chris Cochran**

**(916) 509-3063**

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**Office of the Patient Advocate (OPA)**

The California Office of the Patient Advocate's (OPA's) goal is to inform and educate consumers about quality in health care, their rights and responsibilities as HMO enrollees, and the tools they need to make better choices when selecting and using an HMO. OPA's specific statutory mandates are to annually publish a web based report card on the quality of HMO services, develop consumer education materials and programs, assist and advise HMO enrollees, advise the Department of Managed Health Care regarding consumer issues, and collaborate with other government and patient advocacy organizations. For more information visit [www.opa.ca.gov](http://www.opa.ca.gov).

**Media Contact: Martha Torres-Montoya**

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**The Board of Pilot Commissioners (BOPC)**

The Board of Pilot Commissioners (BOPC) for the Bays of San Francisco, San Pablo and Suisun – licenses and regulates up to 60 pilots who operate under the San Francisco Bar Pilots Association and an inland pilot. The bar pilots and river pilots move more than 9,000 vessels a year within the operational territory of the pilots. The piloting grounds also include Monterey Bay. The pilots provide service to vessels of all types, from 100-foot tugs to 1,000-foot supertankers, as well as to 1,200 foot container and bulk cargo ships, military vessels and cruise ships. For more information visit: [www.pilotcommission.org](http://www.pilotcommission.org).

**Media Contact: N/A**  
**(415) 397-2253**

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